



**Arizona Department of Health Services
Office for Children with Special Health Care Needs
Integrated Services Grant**



**ISG – Cultural Competency
June 20, 2007
Meeting Minutes**

Attendees: N. Burton Attico, MD, Roy Dawson, Renaldo Fowler, Norma Garcia-Torres, Gwenda Gorman, John Molina, MD, Gloria Payne, Lillie Sly, Denis Viri, PhD, Jill Wendt, MEd

MEETING ITEM	SPEAKER	DISCUSSION	ACTION ITEMS
Welcome/Introductions	Jill Wendt ADHS- OCSHCN	Ms. Wendt, Office for Children with Special Health Care Needs (OCSHCN), welcomed the committee members, introductions were made around the room. New member Roy Dawson, FIBCO Family Services, Inc. is an exciting addition to the committee adding a faith-based perspective.	
Review of 4-18-07 Meeting Minutes	Jill Wendt	<p>Norma Garcia-Torres, Division of Behavioral Health Services (DBHS), brought copies of the DBHS instrument for organizations to evaluate cultural competency assessment as a follow up to the April meeting. This was developed to assess DBHS, as well as, the RHBAs on cultural awareness and is a simple scoring tool. In the RHBAs contract they have to have a cultural competency specialist on staff. AHCCCS requires the plan to be cultural competent. Next year DBHS would like to see the actual implementation for the culturally competency plan.</p> <p>Jill gives an update for Hong Chartrand, Health Disparities Center; they are still planning a two-day pilot on cultural awareness based on the CLAS standards, which all ADHS employees are required to complete. For more information, please contact Hong Chartrand at 602-542-2911 or charth@azdhs.gov</p>	

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Announcements/Task Force Update	Jill Wendt	All subcommittees are working on recommendations for the final year of the Integrated Services Grant. The committee was given a template to guide in writing committee recommendations. Including problem statement, background information, options considered, and recommended solutions. It is important to focus on three or four recommendations that the Cultural Competency committee would like to have incorporated into the final report to the Governor at the end of the grant period.	
Discussion of Draft Questionnaire for Parents & Professionals	Dr. Molina/All	<p>The medical home piece of the Integrated Services Grant has a survey that will be given at the end of the medical home study. The Cultural Competency Committee has been given the opportunity to add brief culturally sensitive questions to the questionnaire.</p> <p>In regards to the medical home tool there is not an opportunity to rate the prospective of the provider. There should be a portion that allows the user to rate the staff and services. Make "sensitivity" a measurable word that would be the same for anyone. Also the first statement of the survey is intimidating to the reader. These recommendations will go back the medical home project and they will decide to incorporate them. Any other comments or recommendations regarding the Medical Home Project Family Questionnaire please email Jill Wendt at wendtj@azdhs.gov.</p>	
Committee Recommendations	All	<p>Potential Recommendations:</p> <ol style="list-style-type: none"> 1. Standardize Contracts using same language for cultural competency. <ul style="list-style-type: none"> o Warrants more discussion 2. Institute a place where public and voice concerns/ complaints regarding public service and how will the State respond? <ul style="list-style-type: none"> o OCR requirements o State OFR for quality services ADOA's-define their role 3. Implement statewide standards for training curriculum for State agencies and their contractors. <ul style="list-style-type: none"> o External (Procurement, RFP's, Scope of Work) o Four to five standards for training. National Standards for professional development 4. Reduce duplication efforts <ul style="list-style-type: none"> o Family centered process, lack of communication/fluency among agencies. 	<ul style="list-style-type: none"> • Jill Wendt will fit the recommendations into the template and distribute to the committee for review.

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		<ul style="list-style-type: none"> o Each agency guards resources in their own way. <p>5. Implement process for translation services</p>	
<u>Identify Problem</u> <u>Statement</u> <u>Background</u> <u>Information Options</u> <u>Considered</u> <u>Recommended</u> <u>Solutions</u>		<p>Problem:</p> <ul style="list-style-type: none"> • Lack of communication amongst State agencies cause problems for children and families accessing services. • Background: • Who: families, children • Why: Agencies guard limited resources • Agencies have different systems, lines are unclear regarding financial obligation • Data: CRS statistics on survey. • Need to educate parents to advocate for children, ultimately resulting in children advocating for themselves • Gwenda mentions that the same territorial issues happen in the tribal systems. <p>Options:</p> <ul style="list-style-type: none"> • Where can parents go with a conflict over funding/ service issues • Accountability: Look at contracts, barriers. Who is being measured to do what? • Auditing Procedure • Closing look at allocation of services. • Agency: mechanism to handle disputes that won't impact/delay services 	
Items from the floor		<p>Roy Dawson, FIBCO is involved in bring together nonprofit organizations with the African American population. FIBCO is a 20-year-old nonprofit organization. They have a proposal for the parenting needs for African American boys 3-15. Areas of concern include education, and the justice system. FIBCO is hosting a conference, September 2007, for African American boys that will, develop advocacy groups on how to get services. They have begun a steering committee for the conference. If you would like to get involved or have any questions contact Roy Dawson at rtdawson@cox.net. Renaldo Fowler offers his help to Roy.</p> <p>Gwenda Gorman, Inter Tribal council of Arizona, Inc., Community Tobacco Education & Prevention Program look at www.itcaonline.com for more information.</p>	<ul style="list-style-type: none"> • Renaldo will email Jill the information and she will disseminate to the communities regarding upcoming trainings around Special Education.

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		<p>Renaldo Fowler, Arizona Center for Disability Law, shared special education guide, a tool for families www.azdisabilitylaw.org it is available in English and Spanish, one free copy per family or \$20.00 for professionals. Renaldo is involved in two grants; one is the Arizona Foundation for Legal Services. Yuma and Nogales for Spanish speaking families. A power point had been developed with interpreter. There are four areas, two presentations are Spanish, and two are for Native Americans. Gwenda ask if he could come and do the presentations for ITCA events. This is a one year grant. The second grant is Community Foundation of Southern Arizona, in Tucson. Focusing on underserved communities educating them in law, self advocacy and special education. This also is a one year grant. For more information contact Renaldo Fowler at rfowler@azdisabilitylaw.org</p> <p>Denis Viri PhD, Center for Indian Education, Arizona State University, is going to have an Australian Aboriginal work with him for 7 months adding an interesting background and culture.</p>	
Next Meeting		<p>Wednesday, August 15, 2007 1pm-3pm .</p> <p>Arizona Department of Health Services,</p> <p>150 North 18th Avenue, Room 345 A</p>	